

REBUILDING AIRLINE TRAINING SYTEM

CABIN CREW AS PART OF THE REBUILDING
SYSTEM



IMPORTANT FACTS

❑ 31 DECEMBER 2019 – CASES OF A “VIRAL PNEUMONIA” WERE REPORTED IN WUHAN BY WHO (WORLD HEALTH ORGANIZATION)

❑ 60% of less flights were recorded in March

❑ Around 60.000 job cuts were made within airlines in 2020

❑ 2.3 milion fewer seats in January 2021

➤ BETWEEN APRIL AND MAY 2020 AROUND 6000 AIRCRAFTS WERE GROUNDED IN EUROPE



COVID19
PANDEMIC



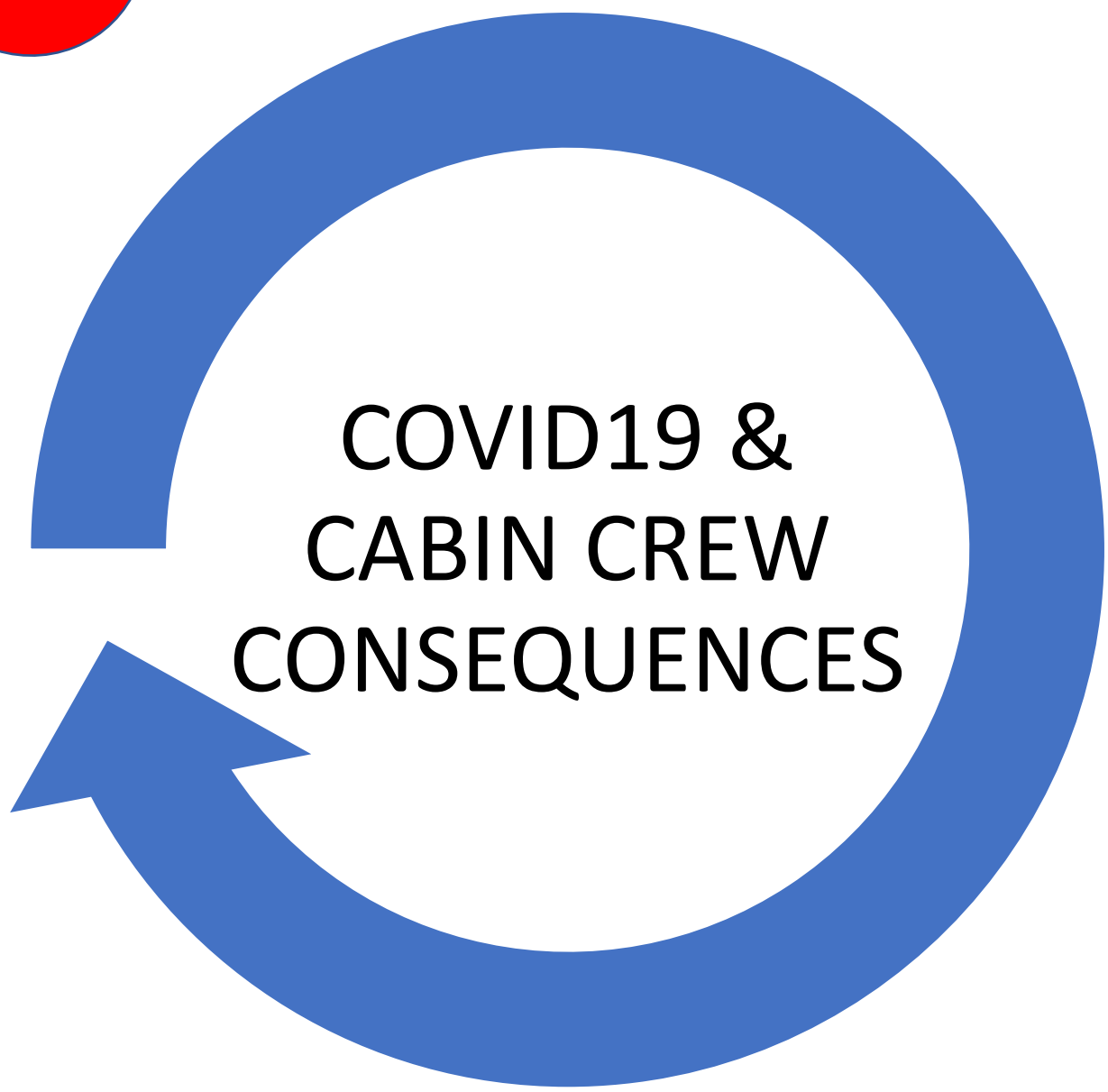
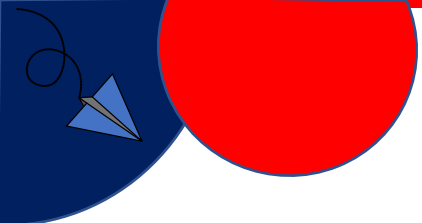
CLOSED
BORDERS
GROUNDED
AIRCRAFTS

GLOBALY:
AROUND
400.000 CREW
LOST OR COULD
LOSE THEIR JOB

❑ Airlines could not promise a future anymore and that made possible for crew to reinvent themselves.

❑ With no longer being able to believe in what the future holds, the job of a cabin crew suffered damage

❑ What once cabin crew used to be, they are not anymore.



COVID19 &
CABIN CREW
CONSEQUENCES

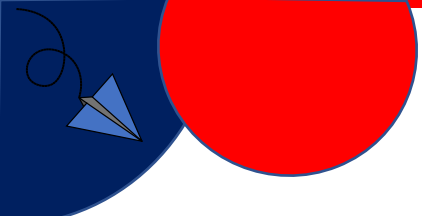
- SKILL DECAY
- DEPRESSION
- ANXIETY
- LACK OF COMMUNICATION
- ELEARNING REALITY
- NO IDENTITY/NOT SEEN



ELEARNING BECOMING REALITY

- ❑ As Cabin Crew became fragile, they were introduced to a new reality: Elearning. Staying so long at home made them create new patterns, routines, or simple adjusting to something never felt before.

- ❑ Cabin crew saw themselves trying to adjust by putting their dream job first and forgetting about themselves.



☐ THE TWO SIDES OF
THE eLEARNING

POSITIVE

- TIME FLEXIBILITY
- OWN SPACE & FOCUS
- NO TRAVEL TIME
- LESS EXPENSES
- ABILITY TO
PRIORITIZE WHAT IS
NECESSARY

NEGATIVE

- UNEXPECTED
TRAINING DAYS
- LOW MOTIVATION
- FAST-TRACK
INFORMATION
- HOME & WORK
ENVIRONMENT
MIXED
- LACK OF ADEQUATE
MATERIAL



WHAT COULD AIRLINES DO FOR THEIR CABIN CREW?



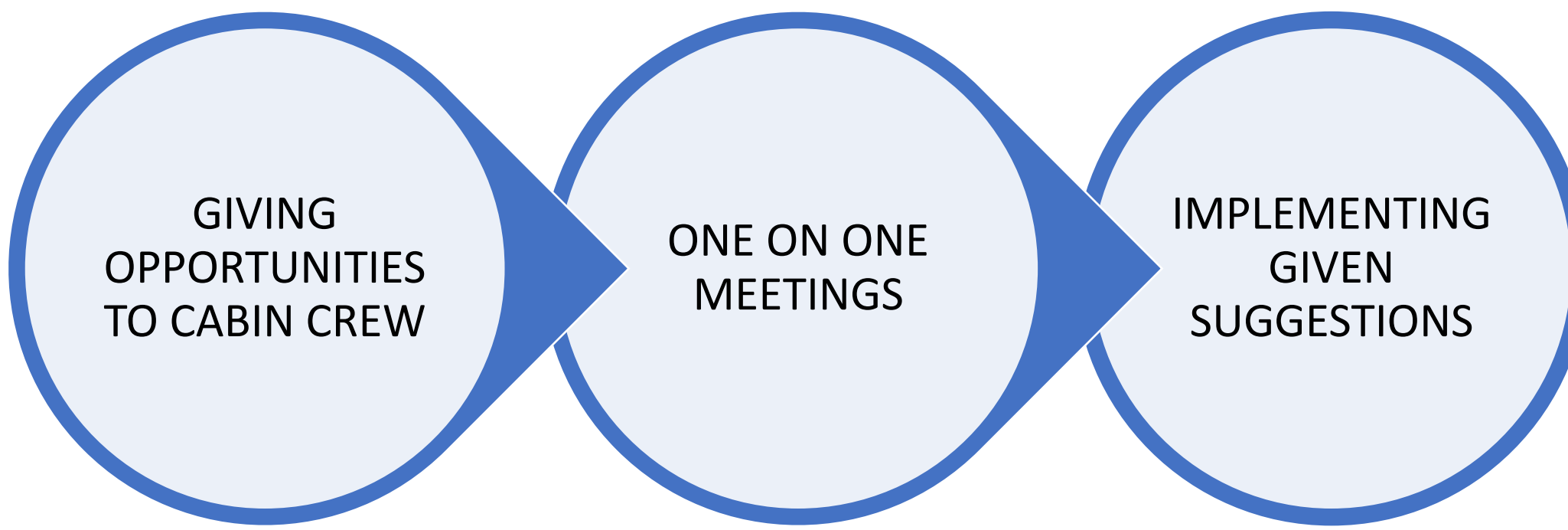
SCHEDULING
IN ADVANCE

CREATING A
TRUSTING
ATMOSPHERE

PROVIDE
MENTAL
HEALTH
INFORMATION



WHAT COULD AIRLINES DO FOR THEIR CABIN CREW?



GIVING
OPPORTUNITIES
TO CABIN CREW

ONE ON ONE
MEETINGS

IMPLEMENTING
GIVEN
SUGGESTIONS



THE PLAN – STEP 1: FEEDBACK

- FEEDBACK IS AN INFORMATION GIVEN ABOUT SOMEONE'S PERFORMANCE. IN THE TRAINING CONTEXT, FEEDBACKS ARE USED TO EVALUATE THE INSTRUCTOR WITH THE PURPOSE OF IMPROVING.

- CABIN CREW IS NOT COMFORTABLE WITH PROVIDING FEEDBACKS WHEN THEY DO NOT TRUST THE ENVIRONMENT THEY ARE INSERTED. IT IS CRUCIAL TO USE FEEDBACKS TO REGAIN THEIR TRUST

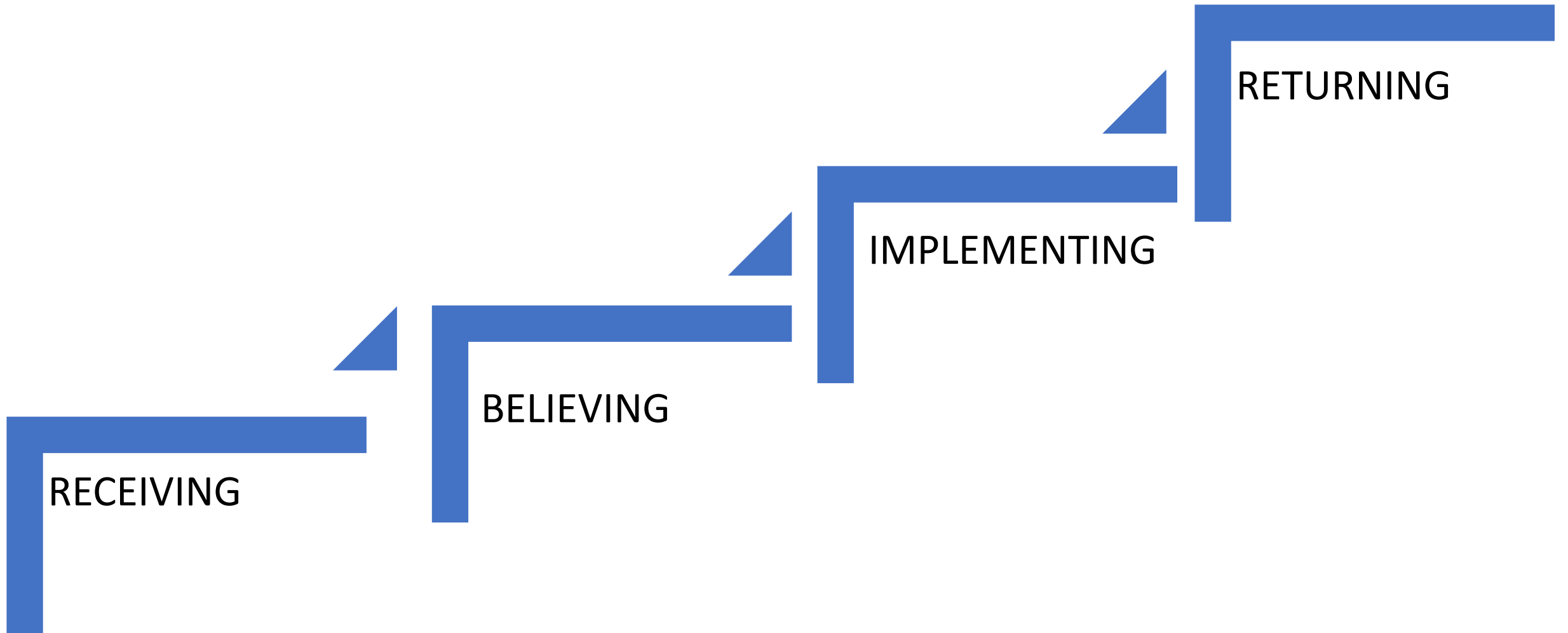


FEEDBACK

HOW TO MAKE CABIN CREW AWARE THAT THEIR OPINION/FEEDBACK IS IMPORTANT?

- ADDING ON THE CABIN CREW PORTAL A DEDICATED SESSION FOR FEEDBACKS
- FEEDBACKS THAT COULD BE WRITTEN ABOUT FLIGHTS, TRAINING SESSIONS, WORKING WITH A COLLEAGUE
- SPECIFIC ACCORDING TO THE SITUATION
- OPTION FOR ANONYMOUS

FEEDBACK – HOW WOULD THE AIRLINES PROCEED?





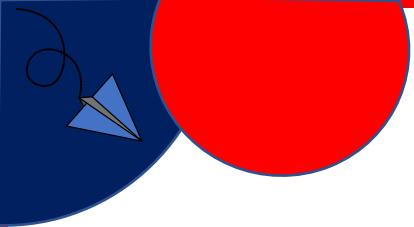
THE PLAN – STEP 2: TRAINING OPPORTUNITIES

- ❑ ALLOWING CABIN CREW TO ACTIVELY CONTRIBUTE ON THE TRAINING DAYS
- ❑ GIVING THE OPPORTUNITY TO CABIN CREW TO EXPERIENCE LEADERSHIP ROLES
- ❑ ROLES THAT WOULD AIM TO PROVIDE EXPERIENCE, VISION AND OPEN MIND



ALLOWING CABIN CREW TO ACTIVELY CONTRIBUTE ON THE TRAINING DAYS

- CABIN CREW WOULD BE ABLE TO ACT AS INSTRUCTOR, SUPERVISED BY THE LEAD INSTRUCTOR
- A TOPIC WOULD BE CHOSEN
- TRAINING ON “HOW TO INSTRUCT” WOULD BE GIVEN
- CABIN CREW WOULD ENROLL ON A “TRAINING INTERNSHIP” DAY

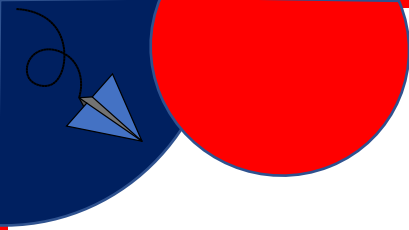


**GIVING THE
OPPORTUNITY
TO CABIN
CREW TO
EXPERIENCE
LEADERSHIP
ROLES**

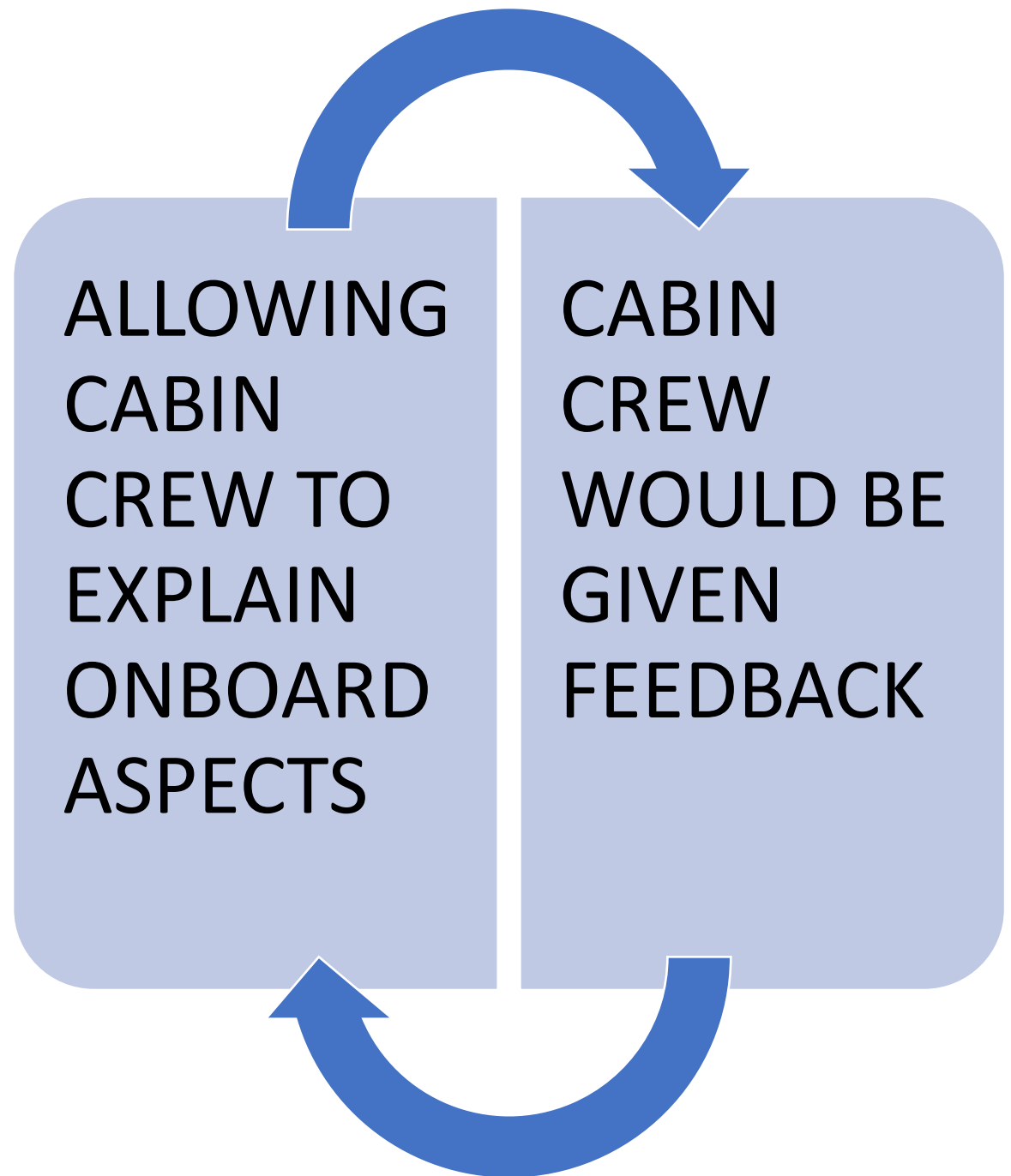
**ASSIGN CABIN CREW WITH THE
RESPONSABILITY OF VERIFYING CERTAIN SOP**

GIVING THE POSSIBILITY TO LEAD BRIEFING

**VERIFYING MISSING ITEMS FROM THE A/C OR
CREW ROOM**



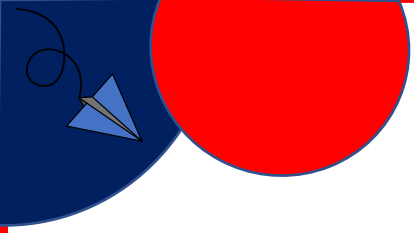
ROLES THAT
WOULD AIM
TO PROVIDE
EXPERIENCE,
VISION AND
OPEN MIND





HUMANAZIG THE TRAINING

- ❑ CABIN CREW ARE THE SALT OF THE AIRLINES. THEY BELONG TO THE SYSTEM, THEY MAKE AVIATION TRAINING POSSIBLE AGAIN. THEY ARE THE SYSTEM. TRAINING CABIN CREW IS GIVING THEM POSSIBILITY OF REACHING MORE THAN THEY THOUGHT THEY COULD REACH. A PLANT WILL NOT GROW WITHOUT CARE. CABIN CREW WILL NOT MAKE A DIFFERENCE WITHOUT CARE, VISIBILITY AND OPPORTUNITY.



WHICH AREAS CAN CABIN CREW HELP?

INITIAL TRAINING

RECURRENT

FAM. FLIGHTS

PRACTICALS

BRIEFING/DEBRIEFING



HOW WOULD THE OPPORTUNITY BENEFIT THE TRAINING DEPARTMENT?

COMMITTED CREW

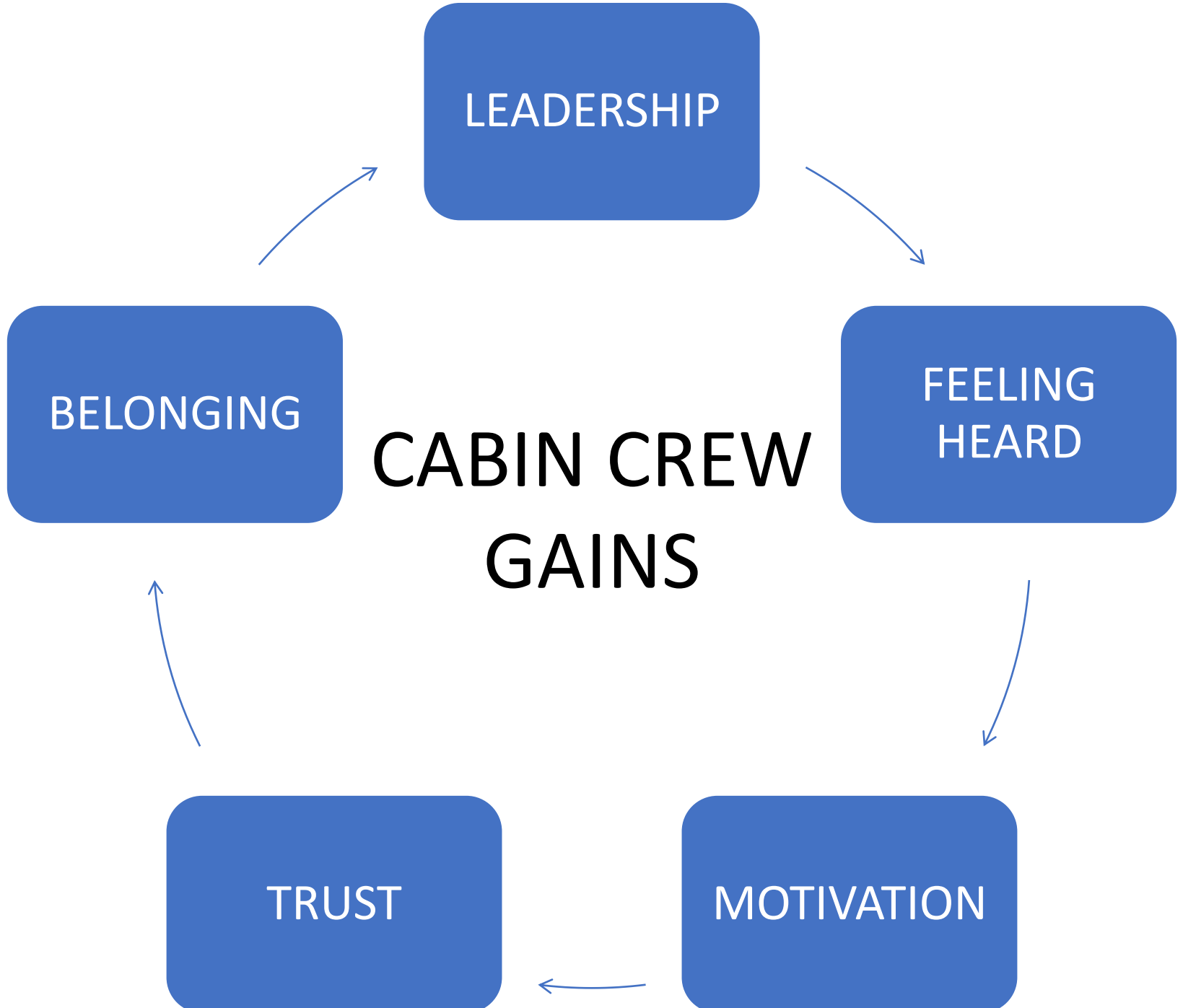
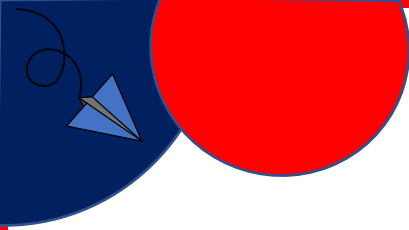
IT WILL INCREASE
RESPONSABILITY

CABIN CREW WILL STUDY
MORE

RELEASING THE BURDEN
WITH DELEGATION

MORE IDEAS AND
METHODS

VISION ON THE CABIN
CREW SIDE



LEADERSHIP

BELONGING

CABIN CREW
GAINS

FEELING
HEARD

TRUST

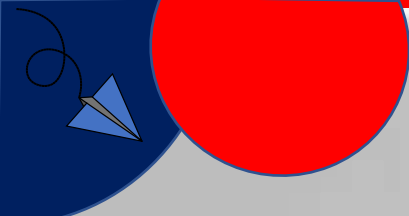
MOTIVATION



SUMMARY

- IMPORTANCE OF ALLOWING CABIN CREW TO PARTICIPATE IN THE TRAINING DEPARTMENT
- NECESSITY OF GIVING AND RECEIVING FEEDBACKS
- PARTICIPATING WILL IMPROVE WORK ENVIRONMENT
- CABIN CREW IS THE SYSTEM

EVERY CABIN CREW NEEDS A TRUSTING ATMOSPHERE,
A RESPONSIBILITY AND TO BE TAUGHT.



THANK YOU

Juliana Oliveira – Senior Cabin Crew & CRM
Instructor

